



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2643  
Bh

In re application of:

JOHN M. VERBIL et al.

Group Art Unit: 2643

Examiner: Rexford N. Barnie

Serial No.: 09/802,070

Filed: March 8, 2001

For: Call Queuing Utilization Reporting

Attorney Docket No.: 1830 (USW0626PUS)

**AMENDMENT UNDER 37 C.F.R. § 1.111**

Mail Stop Amendment  
Commissioner for Patents  
U.S. Patent and Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed November 2, 2004, please amend the above-identified application as follows:

**CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

December 28, 2004  
Date of Deposit

Mark D. Chuey  
Name of Person Signing

Malcolm  
Signature